

# WEEK IN REVIEW

A publication of the City Manager's Office

## Council Meeting

April 14 - [City Council Meeting Agendas](#)

## Looking Ahead

Tuesday, April 7: Planning Commission work session

Wednesday, April 8: Board of Zoning Appeals meeting- canceled

Thursday, April 9: Community Policy and Management Team meeting - canceled

## Stay Informed!

- [Coronavirus web page](#)
- [CitE-News](#) & [ActivitE-News](#)
- [Latest News](#)
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- [OpenGov](#)
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- **WATCH!** [publiCITY](#) news show
- **LISTEN! NEW** [Rouss Review](#) -



Launched new Hearts for Heroes campaign this week. The community is asked to decorate their front door or window with hearts to show appreciation for and support of our local heroes. [More info](#)

## City Manager's Activities

Continue to work with state and regional partners on the COVID-19 response.

City Council requested options for more budget cuts in the FY21 proposed budget. Working with staff to develop those options to be discussed at the April 14 Council meeting.

# Public Safety

## Winchester Police

- Kicked off new birthday wishes program for kids with one celebration scheduled next week.
- Scheduled police applicant testing for 14 recruits. Completed background checks and scheduled psychological exams and polygraphs.
- Wrote and recorded scripts for episode 2 of the Defrost podcast.
- Crime stats:
  - Crimes against persons (felony) - 4
  - Crimes against persons (misdemeanor) - 10
  - Burglaries (residential) - 1
  - Burglaries (commercial) - 1
  - Property crimes -19

## Winchester Fire and Rescue

- Activities regarding COVID-19:
  - Assisted with surge tent deployment at Winchester Medical Center
  - Carried out Personal Protective Equipment inventory and Burn Rate Evaluation with Emergency Management
  - Participated in remote meeting of International Association of Fire Chiefs re: COVID-19 Preparedness
- Postponed Officer I course for another 30 days. Conducted training division meeting to plan out the remainder of the recruit class and devise a plan of attack with the change in the executive order.
- Completed an accident investigation with the assistance of WPD that involved a fire apparatus and a motorcycle.
- Processed volunteer firefighter applications.
- Completed fire protection plan reviews.

Police Activity	#
Calls for Service	555
Directed Patrols	28
Directed Patrols (OTW)	7
Extra Patrols	132
Extra Patrols (OTW)	1
Alarms/False Alarms	25/24
Crash Reports	2
Traffic Citations	5
Traffic Warnings	6
DUI/DWI	4
FOIAs Answered	-
Special Events Permits Received/ Approved	0/0 43 YTD

Fire Activity 3/12-3/25	#
Fire	1
Overpressure	0
EMS/Rescue	74
Hazardous Cond.	2
Service Call	5
Mutual Aid Given	6
Good Intent	8
False Alarms	8
Special Incident	0
Plan Review	2
Reinspections	0
Inspections	0

## Emergency Management

- Participated in weekly conference calls with Virginia Department of Health, Virginia Department of Emergency Management, and Winchester Medical Center regarding the COVID-19 pandemic.
- Securing and distributing critical supplies to departments for cleaning and sanitizing.
- Working with the Corp of Engineers and VDEM to identify Alternate Care Facilities (ACF) to handle COVID-19 surge.
- Discussing childcare options/services with internal agencies for essential healthcare workers.
- Deployed of Base-X tent structures at the WMC emergency department to handle patient surge.
- Continued daily operations of the virtual Emergency Operations Center supporting City departments and agencies.

## Development

### Zoning and Inspections

- Completed (3/19-3/25):
  - 77 building permit inspections and issued 323 building permits (\$518,392 valuation)
  - 86 code enforcement inspections and initiated 18 new cases
  - 2 new business reviews (2 Zoning User Permits general business, 0 Zoning User Permits home business)
  - 0 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=89)
- Significant projects this week:
  - 2320 S. Pleasant Valley Rd. - interior work for HVAC (\$125,000)
  - 2320 S. Pleasant Valley Rd. - replace heat pumps & A/C (\$125,000)

Number	Address	Description	Value
20 00000376	2705 S PLEASANT VALLEY RD	BATHROOM	\$2,000.00
20 00000573	2653 WINDWOOD DR	KITCHEN REMODEL	\$5,000.00
20 00000481	1949 KATHY CT	REMODEL	\$500
20 00000717	47 S CAMERON ST	REMODEL & CHANGE OF USE	\$8,000
20 00000024	25 W PICCADILLY ST	REMODEL	\$25,000
20 00000701	527 N BRADDOCK ST	REAR ADDITION	\$12,500
20 00000697	415 W CECIL ST	NEW INGROUND POOL 20-368	\$3,000
20 00000567	1110 S LOUDOUN ST	REPLACE METER	\$1,500

Number	Address	Description	Value
20 00000717	47 S CAMERON ST	NEW FIXTURES	\$5,000
20 00000695	2401 2405 PAPERMILL RD	ADDING LIGHTS	\$800
20 00000696	1850 APPLE BLOSSOM DR F-129	REMODEL 19-3240	\$85,000
20 00000694	2413 PAPERMILL RD	ADDING LIGHTS	\$800
20 00000724	416 MILLER ST	ADD BEDROOM TO BASEMENT	\$2,500
20 00000574	113 S KENT ST	(1) PROJECTING SIGN	\$462
20 00000716	110 KEATING DR	ASBESTOS ABATEMENT	\$29,900
20 00000713	1212 VALLEY AVE	NEW DECK	\$2,500
19 00003222	2320 S PLEASANT VALLEY RD	REPLACE HEAT PUMPS/AIR COND.	\$125,000
19 00003222	2320 S PLEASANT VALLEY RD	INTERIOR WORK FOR HVAC	\$125,000
20 00000726	208 MYRTLE AVE	FLUE REPLACEMENT	\$3,800
20 00000994	2544 WILSON BLVD	REPLACE A/C & GAS FURNACE	\$30
20 00000725	1012 S CAMERON ST	FINISH BASEMENT	\$5,000
20 00000718	640 N CAMERON ST	HANDICAP RAMP	\$3,500
20 00000725	1012 S CAMERON ST	BATHROOM EXHAUST FAN	\$0
20 00000725	1012 S CAMERON ST	NEW FIXTURES	\$0
Various	Various	Expansion Tanks x 319	\$65,600
<b>Totals</b>			<b>\$333,221</b>

## Economic and Workforce Development

- Participated in webinar with regional EDO partners, SBDC, and Chamber of Commerce to continue collaborating on regional response and resources.
- Recorded Rouss Review podcast to discuss the impact of COVID-19 and resources available to businesses and residents.
- Participated in conference call on Regional GoVirginia programs and applications to be considered to assist in regional recovery.
- Discussed former Winchester Towers site project with development partners.
- Communicated with roughly 50 Winchester small business owners in reference to the EDA Small Business Disaster Relief loan program and processed nearly 40 applications.
- Participated in Virginia Economic Development Partnership conference call on statewide resources and response efforts.

## Arts and Vitality & Old Town

- Attended webinars on COVID-19 response and best practices.
- Maintained and updated downtown COVID-19 directory of businesses that are offering services.
- Spoke with Shenandoah Apple Blossom Festival organization on postponement plans and possible collaborative opportunities for future activities.
- Researching/working on collaborative Old Town To-Go program options with Old Town Winchester Business Association and local merchants.
- Began researching possible online and preorder options for the OTW Farmers & Makers Market.
- Participated in the City's Hearts for Heroes campaign at the OTW Welcome Center.

## Planning

- Cancelled the April 2 Board of Architectural Review (BAR) meeting and proposed cancelling the April 7 Planning Commission work session.
- Coordinated with City Manager as to scheduling the April 21 Planning Commission meeting. Two of the four cases that were on the cancelled March commission agenda will be advertised for April 21. Those cases are the PUD Zoning Text Amendment and the Meadow Branch Ave Apartments, Phase 2 PUD rezoning request.
- Prepared the legal ad for the April 16 BAR meeting. There are 3 public hearings scheduled including one for demolition of historic structures on the proposed Lynx Cameron Square project along the east side of N. Cameron Street between E. Piccadilly Street and Baker Street.
- Participated in a conference call with Virginia Department of Transportation, Prime Consulting, Northern Shenandoah Valley Regional Commission, and other City staff regarding the Mall Blvd/Millwood Ave Access Plan project. Reviewed progress on the project and reviewed two alternative designs.

## Winchester/Frederick County Tourism

- Queried our local lodging partners again on their impacts, and numbers stayed about the same last week.
- In support of the Virginia is for Restaurant Take-Out Lovers week campaign, created a video in support of local restaurants, which was shared on social media and got excellent traction. [Watch](#)
- Created several free Discover Winchester branded HD video backgrounds for Zoom meetings. [View](#)
- To encourage the "dreaming" phase of visitor planning, created and shared on social media some free jigsaw puzzles featuring beautiful area photography. [Here is the link for one of Old Town.](#)
- Sent an email out to our nonprofit attractions offering use of our 360 camera to record virtual tours.
- Took part in a weekly planning meeting/call for the newly formed Northern Shenandoah Valley COVID-19 Emergency Response Team.
- Participated in the City's new Hearts for Heroes campaign at the Visitor Center by putting up a number of hearts appreciating our local heroes.

## Public Services

- Focus of operations continues to be maintaining water, sewer, solid waste collection, and transit service without interruption.
- Pavement markings were installed on the newly paved section of N. Cameron Street.
- Requested authorization from VDOT to award the construction contract for the next phase of the Green Circle Trail on the south side of Jubal Early between the existing trail west of Harvest Drive to the Jubal Square apartments on the east side of Valley Avenue.
- Held teleconference with consultant to review the progress of the preliminary design of traffic improvements on Millwood Avenue between Mall Blvd and Apple Blossom Drive.
- Parking Authority extended meter enforcement suspension until April 30.

### Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	202	8,052
Water service lines replaced (number)	0	371
Water meters replaced (number)	0	4,556
Sanitary sewer mains replaced/lined (linear feet)	0	6,615
Sanitary sewer laterals replaced (number)	0	111
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	0	39,697
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	.80	.80	Lane miles
	Potholes repaired	0	52	#
	Mowing	0	0	Acres
	Miles of streets swept	0	785.29	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	0	105	#
	Trees trimmed	0	524	#
	Stumps removed	1	135	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Traffic	Street signs Installed/replaced	27	170	#
	Pavement markings repainted (City)	0	83	Linear feet
	Pavement markings repainted (contractor)	0	0	Linear feet
Refuse & Recycling	Refuse collected	131.92	1,654.27	Tons
	Recycling collected	45.97	389.596	Tons
	Large item pickups	1	47	#
Transit	Total passengers	863	28,817	#
	Revenue miles pick up/drop off	1,934	45,724	Miles
	Revenue hours pick up/drop off	180.93	4,330.56	Hours
Utility billing	Payments processed	1,055	18,431	#
	New bills mailed out	2,802	18,557	#
	Water services turned off (non-payment)	0	125	#
Water treatment plant	Average daily water demand	5.41	5.70	Million gallons/
	Peak daily water demand	5.86	6.53	day
Wastewater treatment plant	Average daily flow treated	7.33	7.44	Million gallons/
	Peak daily flow treated	8.08	17.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	6	#
	Water meters read	1,206	20,551	#
	Fire hydrants flushed	0	0	#
	Sewer mains cleaned	419	40,518	Linear feet
	After-hours call outs	2	44	#
Engineering	Site plans reviewed	1	43	#
	Floodplain permits issued	3	16	#
	Utility as-builts reviewed	0	4	#
	Right-of-way permits issued	25	116	#
	Land disturbance permits issued	0	2	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	27	308	#
	Erosion and sediment notices to comply	0	0	#
Facilities Maintenance	Work requests completed	16	270	#
	Special events assistance	0	4	#
	Maintenance of pedestrian mall	9	364	Staff hours
Equipment maintenance	Total repairs completed	18	652	#



Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Winchester Parking Authority	Work requests completed	4	81	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	1	3	#
	New monthly rentals	0	51	#
	Monthly rental cancellations	4	54	#
	Total monthly leases in all autoparks	-4	1,139	#
	Available monthly spaces in all autoparks	+4	273	#
	Hourly parkers (all four garages)	246	29,317	#
	Park-Mobile transactions	69	9,373	#
	Meter violations	0	2,297	#

## Parks & Recreation

- Recorded some programs which will be available on the website and social media. One is a Yoga class, another will relate to vegetable gardening. A second "Spirit Week" for children will start next week. Additional program taping is being scheduled for next week.
- Created quizzes which can be presented to the public digitally while the "Stay at Home" order is in place. We anticipate a different quiz each week with prizes geared to getting individuals back in the park when we are permitted to reopen.
- The War Memorial Building/Active Living Center were assessed by the Corp of Engineers for potential use as a medical facility.
- Mowed neighborhood parks.
- Moved forward in a coordinated effort with the American Red Cross to host a Blood Drive on April 16. The area of the drive will be in the Gym of the Active Living Center creating separation from other portions of the building.
- Opened and operating a Point of Distribution (POD) for materials received and required by other City departments.



## Social Services

- Received 108 Benefit Program applications: 64 SNAP, 35 Medicaid, 8 TANF, 1 VIEW, 4 Child Care, 0 Auxiliary Grant, 1 General Relief-Burial, 0 Home Energy Assistance Program
- Provided case management to: 1,504 Medicaid, 3,958 SNAP, 61 TANF, 17 Auxiliary Grant, 25 individuals receive VIEW services, 54 families/98 children receive Child Care Subsidy Assistance, 326 Home Energy Assistance Program
- Continued implementation of DSS-wide response to the COVID-19 pandemic. DSS operations will continue with a blend of telework and limited in-person interactions as required to ensure child and adult safety. Essential functions will be maintained. Benefits team continues to implement changes to policy and redistributed caseloads to accommodate for current and projected increases in SNAP applications.
- Developed and implemented a new financial analysis tool to assist in projections for the Children's Services Act (CSA) budget.

Weekly Activity	#
Clients walk-ins/drop-offs	0/51
Child Protective Service (CPS) referrals/case management load	1/43
CPS family assessments & investigations of alleged maltreatment	57
Placed "on notice" for foster care entry by JDRC	8
Children in/entered/exited foster care	50/0/1
Adoption subsidy cases/adoptions finalized	45/0
Benefit program fraud & overpayment referrals/investigations/recoupment claims	0/7/91
Family Service intakes/case management load	7/9
Adult Protective Service referrals/case management load	0/7
Adult Protective Service investigations/intakes	11/4
Adult guardianships/cases	2/82
Uniform Assessment Instrument screenings	3
Interstate Compact on the Placement of Children (ICPC) case management	3

## Communications

- Distributed the April 1 CitE-News issue. [View](#)
- Handled 5 media requests for City information and staff interviews; 8 inquiries and 1 interview for WPD.
- Edited existing and recorded new audio for the second episode of the DEFROST podcast (will be released April 11).
- Wrote, produced and released the April 2 episode of the Rouss Review podcast. Topic: COVID-19 update and assistance for businesses. [Listen](#)
- Worked on graphics for social media (Park's spirit week and Emergency Communications' COVID-19).
- Filmed/edited fitness and arts/activities classes usually held at the Park to make them available online.
- Released the first edition of bonus video content for the DEFROST podcast on YouTube and the podcast's Facebook Group. [Watch](#)
- Worked on completing FEMA National Incident Management System training.
- Worked with SU and Valley Health to create a regional COVID-19 advertisement. Ad strongly urges locals to stay home to save lives.
- Reviewed and edited brochure for City Manager recruitment.
- Launched a Hearts for Heroes campaign. The community is asked to decorate their front door or window with hearts to show appreciation and support for local heroes. [More info](#)
- Created several social media posts for Child Abuse Prevention Month (April).
- Canceled the 2020 Citizen Survey due to pandemic.
- Continuously updating the City's [coronavirus web page](#).

311 Requests Received	#
FOIA	1
New Recycling Bin	1
Missed Trash/Recycling Collection	-
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	2
Stormwater Drainage Issue	-
Pothole	-
Street Light Out	-
Tall Grass	-
Water/Sewer Service	-
<a href="#">Citibot</a>	3
Total/YTD	7/117

Date	City Press Releases/Related Press Releases
3/30	Commissioner of the Revenue now accepting Real Estate Tax Relief applications - <a href="#">read</a>
4/1	2021 General Real Estate Reassessment prices has begun - <a href="#">read</a>
4/2	Coronavirus message from our Emergency Communications Center - <a href="#">read</a>
	Winchester Police investigation leads to search warrant and arrest following carjacking - <a href="#">read</a>
4/3	City asks community to participate in Hearts for Heroes campaign - <a href="#">read</a>

Date	Articles in <i>The Winchester Star</i>
3/28	COVID-19 prompts potential changes to public meetings
	City Council establishes online public comment form
3/30	Police: City man hospitalized after home-invasion robbery
3/31	Public asked to keep distance from ambulance crews over COVID-19 fears
4/1	Winchester accepting applications for tax relief program
	Commentary Open Forum: Still talking about water...
4/2	Pandemic turns budget process into a guessing game
	Council reaches decision on bylaws, appeals
	Council's attempt at remote participation is problematic
4/3	City updating property values
	911 not for non-emergency coronavirus calls
	City's federal grant earmarked for loan payment
	Police: Man fights dog and owner
	Teen charged in beating

## Support Services

### Innovation & Information Services

- Configured Fire Call Dashboard within internal GIS Portal.
- Continued working on Emergency Operations Center Dashboard. Working to integrate COVID-19 resources.
- Rewrote personal property delinquency letters to add more flexibility during COVID crisis and moved to user testing.
- Assisted vendor with firewall troubleshooting of Text-to-911.
- Added Social Services forms and desktop background to Emergency Operations Center kit.

Help Desk Requests	Count	Closed
Account Management	8	31
Applications	10	12
GIS	0	0
Hardware	11	12
Information Only	1	4
Infrastructure	3	4
No Action Required	4	10
Not Assigned	15	0
Procurement/Disposal	0	0
Reporting	0	0
Research	0	0
Total	52	73

